



# ServiceNow HR Service Delivery

Employee Experience Matters

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J & B PRIVATE LIMITED

# Life at Home vs Work



- ❑ **Easy Self Service** – At work, employees experience difficulty to find information, resolve issues and receive updates. At home, they enjoy the “consumer experience” from companies like Amazon and Netflix.
- ❑ **Crucial Moments in Employee Lifecycle** – “Moments that Matter” is an opportunity for organisations to make employees feel that they are valued resulting in increased loyalty and productivity.
- ❑ **Employees feeling heard** – Employees feel much more valued in small and medium sized organisations than in larger enterprises. As companies grow, so does the disconnect. The feedback loop is an integral part to improving employee experience.

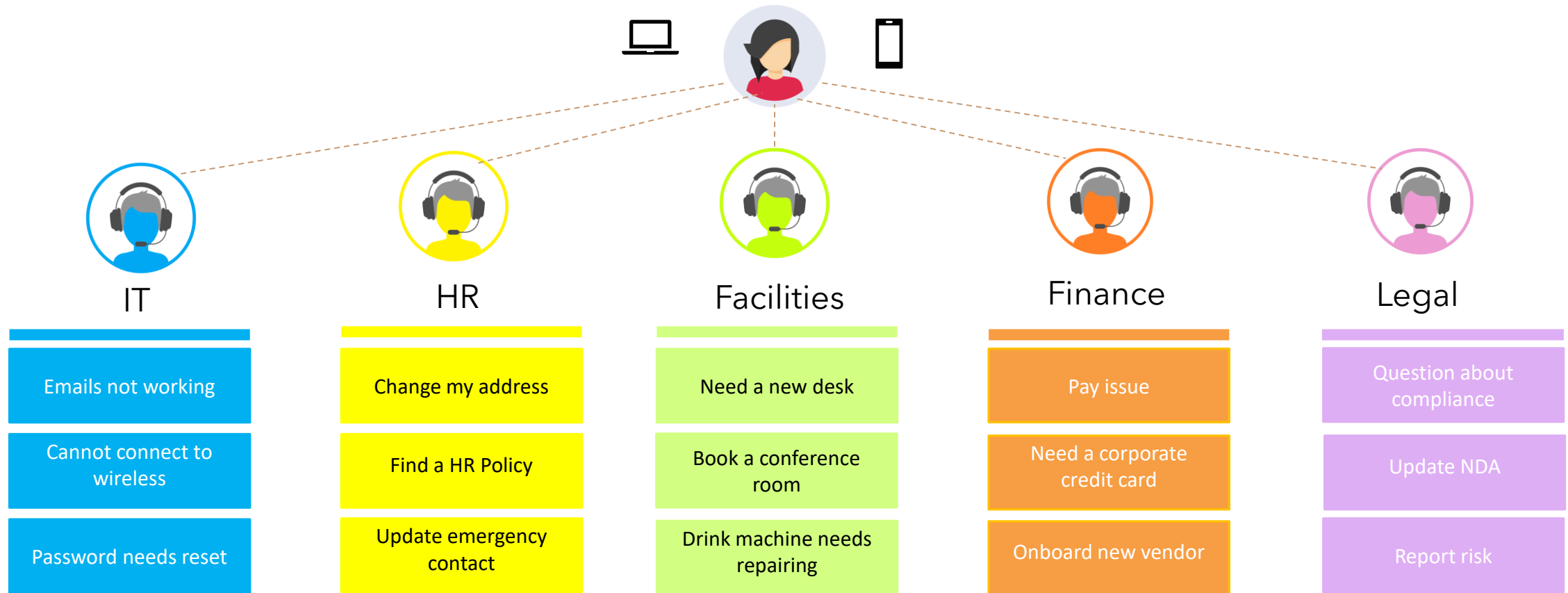
# ServiceNow – The Hidden Gem

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- ❑ Cloud – based platform accessible from a browser or mobile that is used to raise tickets and work requests, find information to resolve issues and execute tasks
- ❑ Started as an IT ticketing tool
- ❑ Today ServiceNow extends to other functions
  - ❑ HR
  - ❑ Workplace Services
  - ❑ Legal
  - ❑ Finance Operations
  - ❑ Customer Services
- ❑ ServiceNow’s powerful and robust workflow engine enables everything to be delivered “as a service” across the enterprise

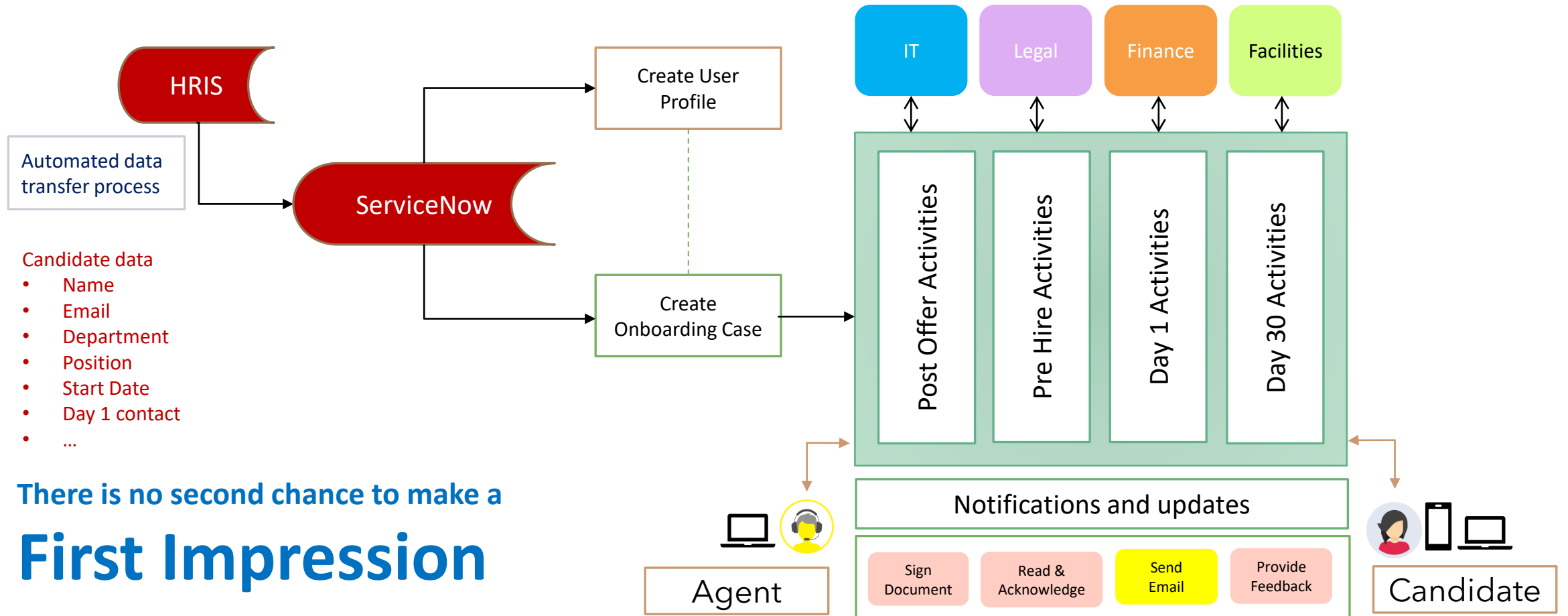
**ServiceNow places a service-oriented lens on the activities, tasks and processes that make up day-to-day work life. ServiceNow helps modern enterprises operate faster and be more scalable.**

# ServiceNow – The Unified Experience



Source: <https://joshbersin.com/2019/02/the-employee-experience-platform-a-new-category-arrives/>

# Candidate Onboarding



# Benefits of ServiceNow

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- ❑ **Consumer – like Experiences** – ServiceNow provides a consumer – like experience, through a one-stop portal or mobile app for services that employees use on a daily bases to find information and submit and track cases as needed.
- ❑ **Increased Efficiency** – ServiceNow offers centralised case management capabilities by standardising documentation, interaction and fulfilment of requests and inquiries, helping reduce paperwork and emails thus increasing efficiency.
- ❑ **Provide Quality Service** – ServiceNow allows communication between teams and departments to provide quick and effective service. Processes such as onboarding that start with HR but cross into other departments such as IT, Legal, Accounts can be handled smoothly through orchestration and automation.
- ❑ **Case Deflection** – ServiceNow enables employees search for information from knowledge base. Contextual search results are displayed based on search keywords, helping in reduction of cases and improved services.
- ❑ **Enhanced Experience** – Streamlined processes and accurate data imported through automation enables targeted interactions between candidates or employees with agents leading to engaging, enhanced and empathy driven experiences.